

MiRequest User Guide

Mitel Networks, Inc.

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Introduction

Welcome to MiRequest, Mitel's self-service web application allowing you, the customer to take control of your phone system requests. MiRequest allows you to create, monitor, and maintain all service requests submitted through the application. The application also gives you the power to manage and designate user access to the application within your organization.

For urgent/catastrophic requests or assistance with the MiRequest application, please contact our Customer Care Team at 1-800-722-1301, and follow the below IVR Paths:

United States

Dial 2 then 5

Canada

English: Dial 2 then 1

French: Dial 2 then 2

System Requirements

For the best user experience, MiRequest requires a minimum Web browser of Internet Explorer 7.0 or Firefox 3.6. Other Web browsers may be used, but may not allow the application to function as designed. If you are unsure of your current Web browser version, please click the 'Help' option in the browser menu and choose 'About'.





Website Navigation


To gain access to the MiRequest Application, the user must first register to gain access.

******NOTE: THE FIRST INDIVIDUAL TO REGISTER FOR MIREQUEST WILL BE AUTOMATICALLY DESIGNATED AS THE ADMINISTRATOR FOR THE ACCOUNT. ******

1. Enter <http://www.mitel.com> in your web browser or use the shortcut by clicking CTRL on your keyboard and click the link in this document to launch the Mitel website.
2. Scroll to the bottom of the webpage and select Customer Care under the Support Menu.

Mitel is trusted by companies around the world, including:







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3. Click on the Register for MiRequest link to begin registration.

Home • Support • **Customer Care**

Customer Care

Mitel's web-based Customer Care access portal, MiRequest, is your own service portal that empowers you to generate and manage service requests online.

Contact Us Online



Customer Care in North America

The ultimate in customer service has arrived for Mitel's North American Customers: Mitel's web-based Customer Care, MiRequest, is your own service portal that empowers you to generate and manage service requests online. MiRequest provides you with key information about your site, system and the status of your order.

MiRequest is your view into the same system that our Customer Care Center team uses to track and fulfill your service order. MiRequest provides multiple options for tracking orders: by date, status, order number and site location. You will immediately be able to Create Service Order, Create Move, Add or Change Order and Search for Order.

Customer Care Online - 24hours a day, 7 days a week and 365 days a year.

1-800-722-1301

- [Login to MiRequest](#)
- [Register for MiRequest](#)

Registration

1. The registration screen will be displayed. Enter the following fields:
 - a. **Bill to:** Enter the main Bill-To account number. This information can be located on any Mitel invoice or can be obtained by contacting Mitel Customer Care at 1-800-722-1301 following IVR path 2 then 5 or by emailing customersupport@mitel.com.
 - b. **Account Region/State:** Enter the two letter state abbreviation that is associated with the account number.
 - c. **Account Zip Code:** Enter the zip code associated with the account number.
 - d. **Your Email Address:** Enter your company email address. ***NOTE: PLEASE DO NOT USE A GENERIC OR GROUP EMAIL ADDRESS. ***
 - e. Click 'Verify'.



Welcome to the MiRequest Registration

Note: All fields marked with an asterisk * are mandatory

Organization Information

* Bill to:	898911	(As noted on invoice)
*Account Region/State:	AZ	(2 Letter State Code)
*Account ZIP Code:	85226	(As noted on invoice)
*Your Email Address:	someone@company.com	

Clear Verify

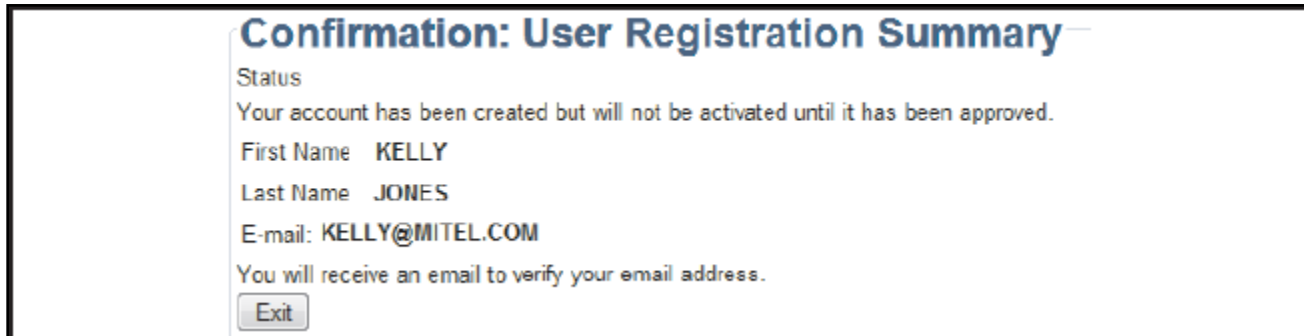
2. If no error is received, please enter all required information in the 'Personal Section' shown below and click 'Confirm'. ***NOTE: IF YOU RECEIVE ERRORS, PLEASE REFER TO THE CONTACT INFORMATION LISTED IN STEP 1a above. ***

Personal Information	
* Salutation	Ms. <input type="button" value="v"/>
* Job Title	Account Manager
* Job Role	Account Manager <input type="button" value="v"/>
* First Name:	Kelly
* Last Name:	Jones
<hr/>	
* Phone Number:	480-961-9000 (Area code, Number)
Fax number:	
<hr/>	
* Organization Name:	Advantage
	<input checked="" type="radio"/> Office Address <input type="radio"/> Home Address
* Address 1:	2525 S. 25th Street
Address 2:	
Address 3:	
* City:	Houston
* Country:	USA <input type="button" value="v"/>
* State/Province:	TEXAS <input type="button" value="v"/>
* Zip/Postal Code:	77041
User Information	
* New user name:	jonesk
* Password:	*****
* Verify Password:	*****
* Enter a reminder for your password:	favorite holiday
<div>Clear Cancel Confirm</div>	

Note: The following rules apply to password selection:

- Is case-sensitive
- Cannot contain any special characters (*, _, ^, %, \$, #, @, !, etc.)
- Cannot match user name

- Once the 'Confirm' button is selected, the following message is displayed and an email is sent requesting verification of registration.



Confirmation: User Registration Summary

Status
Your account has been created but will not be activated until it has been approved.

First Name KELLY
Last Name JONES
E-mail: KELLY@MITEL.COM

You will receive an email to verify your email address.

[Exit](#)

- Click the confirmation link in the email to continue the registration process. *****NOTE: THE ADMINISTRATOR ACCOUNT IS ACTIVATED AFTER THE EMAIL ADDRESS IS CONFIRMED. *****



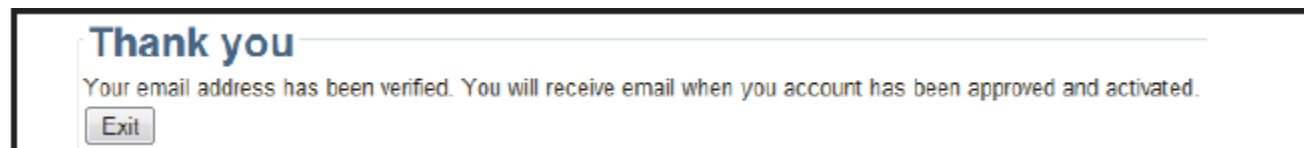
Confirmation

Hi Kelly, welcome to MiRequest registration process!

Please confirm your email address by clicking on the link below.

[Confirm here.](#)

- The following message is displayed once the confirmation link is selected in the email only if it is a non-admin user registering for the application.



Thank you

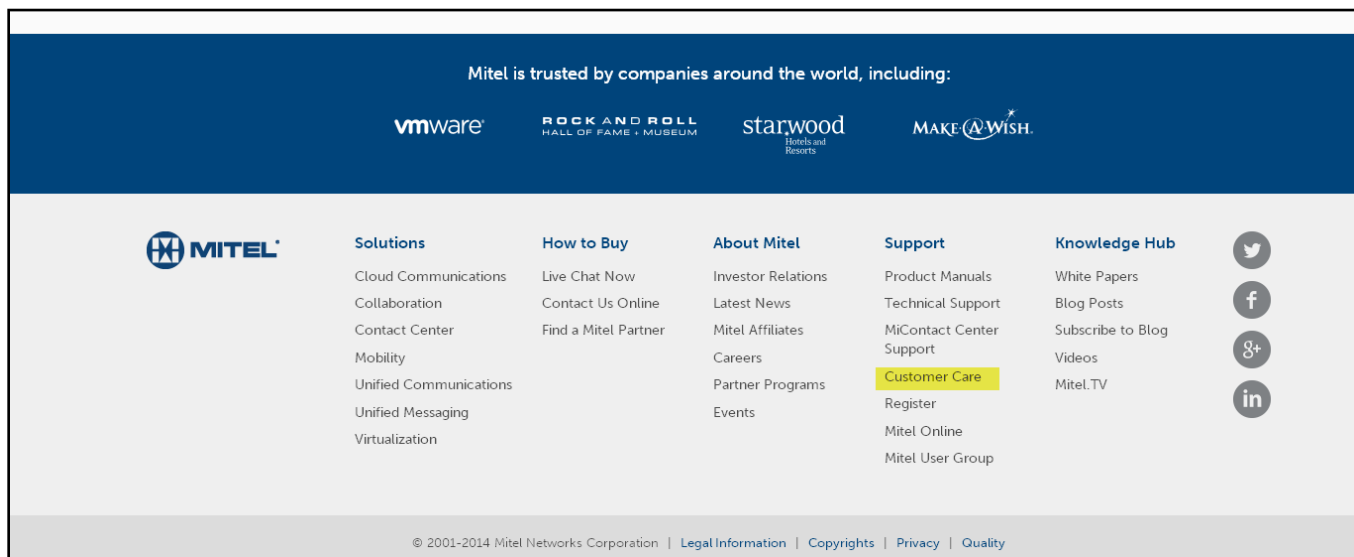
Your email address has been verified. You will receive email when your account has been approved and activated.

[Exit](#)

- Once the Administrator approves registration, a confirmation email is sent to the user notifying them that access to MiRequest has been granted.

Registered User Login

1. Enter <http://www.mitel.com> in your web browser or use the shortcut by clicking CTRL on your keyboard and click the link in this document to launch the Mitel website.
2. Scroll to the bottom of the webpage and select Customer Care under the Support Menu.



3. Click on the 'Login to MiRequest' link to begin accessing the application.

Customer Care in North America

The ultimate in customer service has arrived for Mitel's North American Customers: Mitel's web-based Customer Care, MiRequest, is your own service portal that empowers you to generate and manage service requests online. MiRequest provides you with key information about your site, system and the status of your order.

MiRequest is your view into the same system that our Customer Care Center team uses to track and fulfill your service order. MiRequest provides multiple options for tracking orders: by date, status, order number and site location. You will immediately be able to Create Service Order, Create Move, Add or Change Order and Search for Order.

Customer Care Online - 24hours a day, 7 days a week and 365 days a year.

1-800-722-1301

- [Login to MiRequest](#)
- [Register for MiRequest](#)

- The login prompt will be displayed. Enter the 'Username' and 'Password' provided during new user registration.

Login or Register below to gain access to Mitel business tools and information.

Login for Mitel OnLine Registered Users

Username:

Password:

- [Forgot your password?](#)
- [Don't have an account yet?](#)
- [Login and password tips](#)

Registration for New Users

Still experiencing problems? Please [contact us](#).

WARNING - For the best user experience some areas of this website require the use of [Internet Explorer 8](#). We apologize for the inconvenience.

- You can also access the login prompt directly by clicking on the link below
<https://www.ebiz.mitel.com/login.jsp>.

MiRequest Navigation

Landing Page

Once a user is logged into MiRequest, the below screen is displayed. This is known as the landing page and will display all open requests, if any exist.

For system critical issues or outages, please contact Mitel Customer Care at [1-800-722-1301](tel:1-800-722-1301) and follow the below IVR paths for immediate assistance:

United States
Dial 2 then 5

Canada
English: Dial 2 then 1
French: Dial 2 then 2

Notification Log

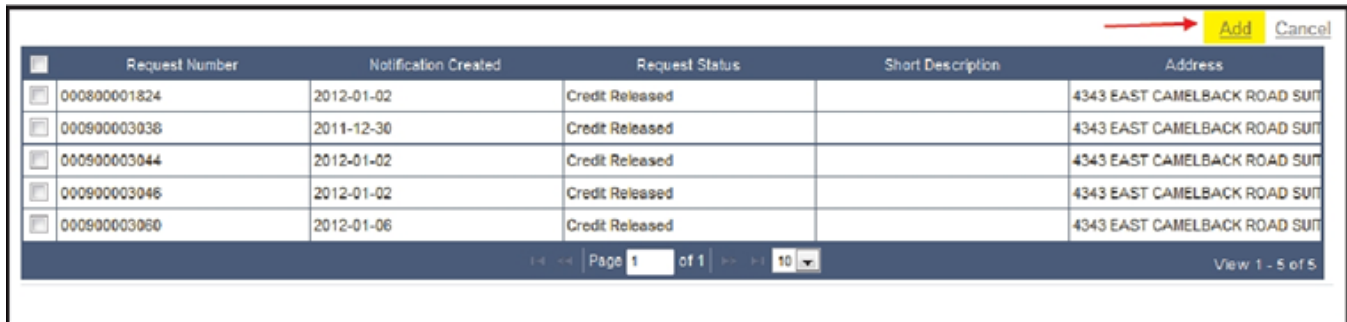
[Add](#) [Cancel](#)

	Request Number	Notification Created	Request Status	Short Description	Address
<input type="checkbox"/>	000900224696	2014-04-04	Notification Open	phone not working	1700 MOON MOUNTAIN DR. CA
<input type="checkbox"/>	000900224710	2014-04-08	Notification Open	phone not working	1700 MOON MOUNTAIN DR. CA
<input type="checkbox"/>	000900224744	2014-04-14	Notification Open	phone not working	1700 MOON MOUNTAIN DR. CA
<input type="checkbox"/>	000900224754	2014-04-16	Notification Open	Phone not working	1700 MOON MOUNTAIN DR. CA

View 1 - 4 of 4

Request Creation

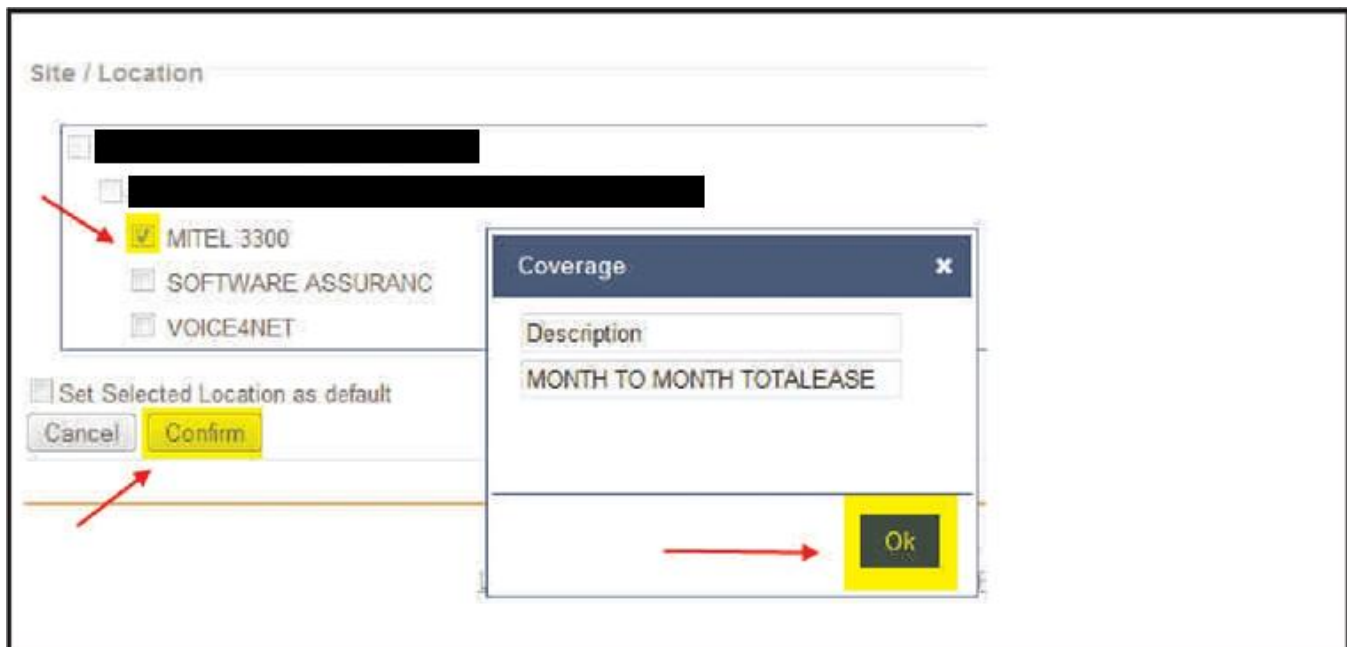
1. From the Landing Page, click the 'Add' link to create a new request.



	Request Number	Notification Created	Request Status	Short Description	Address
<input type="checkbox"/>	000800001824	2012-01-02	Credit Released		4343 EAST CAMELBACK ROAD SUIT
<input type="checkbox"/>	000900003038	2011-12-30	Credit Released		4343 EAST CAMELBACK ROAD SUIT
<input type="checkbox"/>	000900003044	2012-01-02	Credit Released		4343 EAST CAMELBACK ROAD SUIT
<input type="checkbox"/>	000900003046	2012-01-02	Credit Released		4343 EAST CAMELBACK ROAD SUIT
<input type="checkbox"/>	000900003060	2012-01-06	Credit Released		4343 EAST CAMELBACK ROAD SUIT

Page 1 of 1 10 View 1 - 5 of 5

2. The available system types are displayed. Click in the box next to the system requiring service. A dialog box will appear displaying current maintenance coverage that applies to that system. Click 'Ok' in this dialog box and then click 'Confirm'. *****NOTE: TO PROTECT OUR CUSTOMER'S PRIVACY, WE HAVE CONCEALED NAME AND ADDRESS. *****



Site / Location

☐ [Redacted]

☒ MITEL 3300

☐ SOFTWARE ASSURANC

☐ VOICE4NET

☐ Set Selected Location as default

Cancel Confirm

Coverage

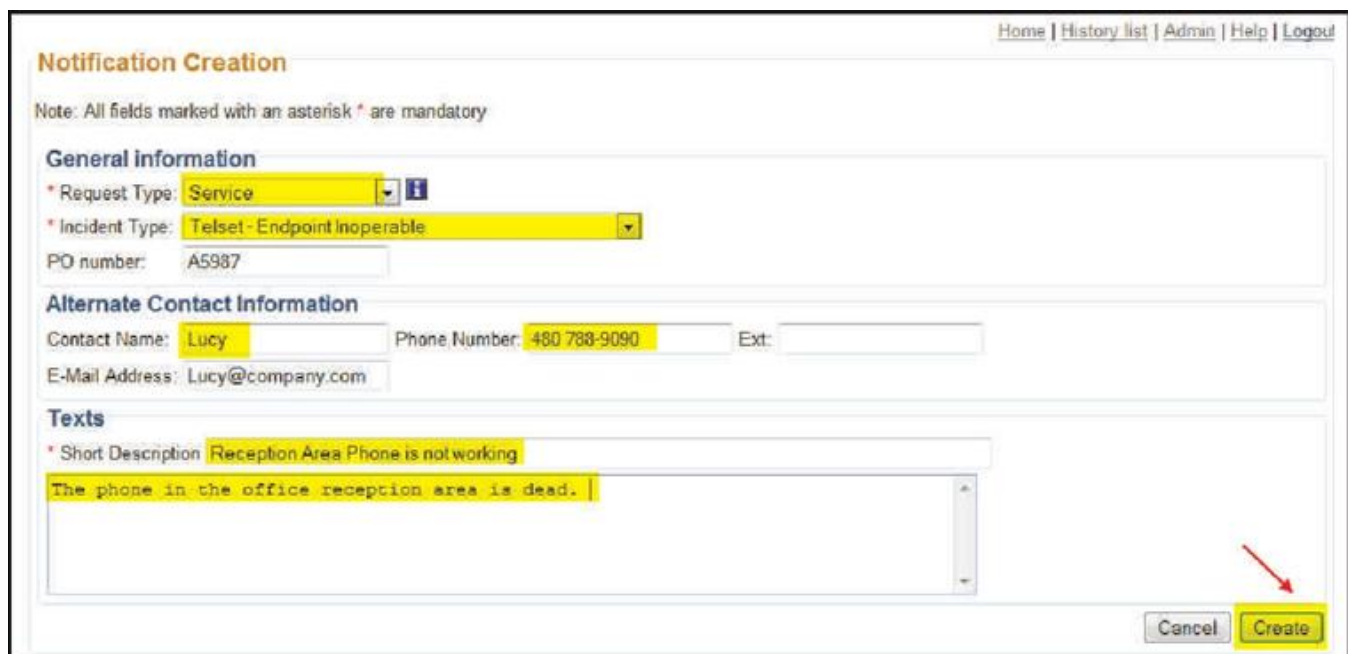
Description

MONTH TO MONTH TOTALEASE

Ok

*****NOTE: IF YOU NOTICE YOUR CURRENT COVERAGE IS NOT REFLECTED CORRECTLY, PLEASE CONTACT MITEL CUSTOMER CENTRAL AT CUSTOMER_CENTRAL@MITEL.COM. *****

3. Fill in the applicable fields on the 'Notification Creation' screen. Fields marked with an asterisk are mandatory.
 - a. Request Type: Select 'Service' or 'Move, Add, or Change'.
 - b. Incident Type: Select a type from the available drop down list.
 - c. Enter a PO number and Alternative Contact information if applicable
 - d. Short Description: Enter a brief description of the request. A more detailed description can be entered in the area below the 'Short Description' field. *****NOTE: PLEASE UTILIZE THE TEXT BOX TO ENTER AS MUCH DETAILED INFORMATION ABOUT THE REQUEST SO MITEL CAN BETTER SERVE YOUR NEEDS.*****
 - e. Click 'Create'



Notification Creation

Home | History list | Admin | Help | Logout

Note: All fields marked with an asterisk * are mandatory

General information

* Request Type: Service

* Incident Type: Telset - Endpoint Inoperable

PO number: A5987

Alternate Contact Information

Contact Name: Lucy Phone Number: 480 788-9090 Ext:

E-Mail Address: Lucy@company.com

Texts

* Short Description: Reception Area Phone is not working

The phone in the office reception area is dead.

Cancel Create

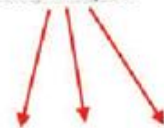
4. The below confirmation screen will display providing the details of the request. Click on one of below options on the lower right corner of the screen.
 - a. E-mail this to me
 - b. Print
 - c. Continue

Request Creation
 Request Number: 000900003071 Created Successfully!

Contact Information
 KELLY
 Account Number: 0000041530
 Request Location: MA, 01749
 Contact Name: [Redacted] - Alternate Contact name: [Redacted]
 Phone Number: [Redacted] Phone Number: [Redacted]
 E-Mail Address: kelly@company.com E-Mail Address: Lucy@company.com

Request Type
 Status: OPEN Request Type: SR
 Trouble reported: Endpoint Inoperable System: MITEL 3300
 PO number: A5987

Texts
 Short Description: Reception Area Phone is not working
 The phone in the office reception area is dead.

Select an Option


E-mail this to me Print Continue

5. If the 'Print' or 'Continue' option is selected, the Landing Page is displayed. The newly created ticket will be available for viewing.

Add Cancel					
	Request Number	Notification Created	Request Status	Short Description	Address
<input type="checkbox"/>	000800001824	2012-01-02	Credit Released		4343 EAST CAMELBACK ROAD SU
<input type="checkbox"/>	000900003030	2011-12-30	Credit Released		4343 EAST CAMELBACK ROAD SU
<input type="checkbox"/>	000900003044	2012-01-02	Credit Released		4343 EAST CAMELBACK ROAD SU
<input type="checkbox"/>	000900003046	2012-01-02	Credit Released		4343 EAST CAMELBACK ROAD SU
<input type="checkbox"/>	000900003060	2012-01-06	Credit Released		4343 EAST CAMELBACK ROAD SU
<input checked="" type="checkbox"/>	000900003071	2012-01-10	Notification Open	Reception Area Phone is not working	4343 EAST CAMELBACK ROAD SU

Opening/Viewing a Request

1. To open/view a request, double click on the notification you would like to open/view from the Landing Page.

For system critical issues or outages, please contact Mitel Customer Care at 1-800-722-1301 and follow the IVR path 2 then 5 for immediate assistance. For status updates, please utilize IVR path 2, 2, 2.

Notification Log

Request Number	Notification Created	Request Status	Short Description	Address
000800058241	2013-08-06	Notification Open	add console please	1700 MOON MOUNTAIN DR. CA
000900180001	2013-08-06	Notification Open	Test for MRequest	1700 MOON MOUNTAIN DR. CA
000900180002	2013-08-06	Notification Open	Test for MRequest	1700 MOON MOUNTAIN DR. CA
000900180003	2013-08-06	Notification Open	Test for MRequest	1700 MOON MOUNTAIN DR. CA
000900180005	2013-08-06	Notification Open	Test for MRequest	1700 MOON MOUNTAIN DR. CA
000900180006	2013-08-06	Notification Open	Test for MRequest	1700 MOON MOUNTAIN DR. CA
000900180007	2013-08-06	Notification Open	Test for MRequest	1700 MOON MOUNTAIN DR. CA
000900180008	2013-08-06	Notification Open	Test for MRequest	1700 MOON MOUNTAIN DR. CA
000900180009	2013-08-06	Notification Open	Test for MRequest	1700 MOON MOUNTAIN DR. CA
000900180070	2013-08-06	Notification Open	Test	1700 MOON MOUNTAIN DR. CA

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2. The opened request provides updated comments, notes, and current status.

Notification

Request#: 000800058241 Request Type: Move, Add or Change
 Incident Type: Add Console PO number: test po number2
 Priority: Routine System Name: AXCESS

Status Assigned Technician to attend site

Text

Short Description: add console please

Long Description history: 09/04/2013 13:52 (CST NA) Sandy Mueller
 04.09.2013 11:49 (PST)

View Notes regarding the request

☐ Request for Follow-up

History List

The 'History List' tab displays information regarding closed requests. To view specific details about a request, double click on the notification to open. To refine a search, enter a specific notification or choose a date range and click search. This will display results based on the specific search criteria entered.

